

## ABSTRACT

### Customer Communication Service System

5           A system and method is disclosed for servicing multi media customer  
communications to geographically distributed agents from multiple call center sites via the  
telephone network and a global data communications network. The system provides separate  
interface ports to the telephone network and a global data communications network,  
eliminating a potential choke point for limiting communications performance. Multi media  
10   workflow provides common elements for handling diverse media event types. The system a  
novel algorithm for skill based matching the attributes of multiple media events to the  
attributes of multiple call center agents. Universal queuing is provided to enable effective use  
of skill based matching features. A unique method for allocating voice trunk lines provides  
greater efficiency of available voice communication channels and maximizes agent available  
15   to customers.